

## Privacy Statement

### Privacy Policy

KSB Pumps Inc. (“KSB” or “we”) is committed to protecting your privacy. This privacy Policy outlines how we handle your personal information to protect your privacy.

### Privacy Legislation

We comply with the Personal Information Protection and Electronic Documents Act (“PIPEDA”), which governs for-profit organizations collecting, using or disclosing personal information in Canada in the course of commercial activities. We also are subject to Alberta’s Personal Information Protection Act (Alberta PIPA) solely for inner-provincial activities. KSB Pumps Inc. also may be required to comply with the EU’s General Data Protection Regulation (“GDPR”) because we are affiliated with EU companies.

### Personal Information

PIPEDA and PIPA define Personal information as information about an identifiable individual, but excludes the name, title or business address or telephone number of an employee of an organization. In other words, information usually found on a business card is **not** Personal Information (a work e-mail address also is excluded from the definition of Personal Information).

### Storage of Access Data

Every time a user accesses a page on the KSB web site or opens a file, this access data is stored automatically in a log file on our server.

Each data record for a request consists of the following general information:

- Original link from which the request originated
- Name of the file
- Date and time of the request
- Volume of data transferred
- Access status (file transferred, file not found, etc.)
- Result of the Web browser type query
- IP address of the requester

The stored data is used exclusively for statistical purposes and is not made available to or shared with third parties, either for commercial or non-commercial purposes.

### Collection of personal information

Personal information is collected only when users provide this information themselves, for example in the course of registration, when completing forms or when ordering information material. KSB uses this information to respond to enquiries or requests and to provide users with information on the company's products, services or offerings in general. Personal information is not made available to or shared with third parties, either for commercial nor non-commercial purposes.

Users have the right to receive free of charge information about the personal information stored about them on request. They also are entitled by law to have their personal information corrected, locked, or deleted. Users may direct their requests to [canada@ksb.com](mailto:canada@ksb.com). If your information is deleted, we will no longer be able to provide services to you, including any product information or newsletters.

### Security

KSB uses appropriate state-of-the-art technical security policies and procedures to protect the data and

information provided from unintentional or intentional manipulation, loss, damage or unauthorized access. When personal information is collected and processed, the information is encrypted for data transmission.

### **Children's Privacy**

This web site is not intended for use by children under the age of 13. Children under the age of 13 are prohibited from sending any personal information to KSB, including information such as their name, address, telephone number or e-mail address. If you are under 13, do not use or provide any information on this website or on or through any of its features/register on the website, make any purchases through the website, use any of the interactive or public comment features of this website, or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or username you may use. KSB does not knowingly collect personal information from children under 13. In the event that KSB learns that it has collected any personal information from a child under the age of 13 without verification of parental consent, KSB will delete such information as quickly as possible. If you believe we might have any information from or about a child under 13, please contact us at [canada@ksb.com](mailto:canada@ksb.com).

### **Cookies**

Cookies are small text files that are sent to your computer from the Internet along with the data or information you actually request. The cookie data is stored on your computer so that it can be retrieved again later.

We use cookies in some areas. Cookies also may be used on linked pages without us specifically informing you in advance. In some cases, including but not limited to the login process, session cookies are required, which we use for reasons of gathering statistical data.

The login information assigned to you (user name, user rights and validity of the session) also is stored in a cookie for access control purposes. You can consider this as a kind of supplementary login information. Instead of requesting your login information again, the server reads the cookie (if available) and accepts it as proof of your identity.

### **Validity**

The validity of cookies is limited exclusively to your visit to our portal. When you close your browser, cookies are deleted automatically only if you have configured your browser accordingly in your personal settings. Your personal information is not stored in cookies.

Most browsers are configured to accept cookies automatically. You can, however, refuse to accept cookies in general or configure your browser in such a way that you receive notification as soon as a cookie is set.

KSB complies with GDPR's requirements regarding cookies.

### **Links to Other Web Sites**

This web site may contain hyperlinks to web sites offered by parties other than KSB. Such hyperlinks are provided for your reference and convenience only. KSB is not responsible for the privacy practices or the content of such web sites; nor does KSB's inclusion of hyperlinks to such web sites imply any endorsement of the material on such web sites or any association with their operators, including any web sites that may indicate a special relationship or partnership with KSB. Unless otherwise specifically

stated on this web site, KSB does not endorse any product or service or make any representation regarding the reliability, quality or accuracy of any products or services featured in, or linked to, any advertisement, article or other content appearing on this web site, including any sponsors of all or part of this web site.

KSB does not disclose personally identifiable information or unique identifiers to those responsible for the linked web sites. The linked web sites, however, may collect personal information from you that are not subject to KSB's control. To ensure protection of your privacy, always review the privacy policy of the web sites you may visit by linking from the web site.

### **Service Providers**

We use third-party analytics services to analyze various data.

- **Google Analytics**

We currently use Google Analytics, a service which transmits website traffic data to Google servers in the United States. Google Analytics does not identify users or associate your IP address with any other data held by Google. We use reports provided by Google Analytics to help us understand website traffic and webpage usage. You can find out more about the information Google collects, and controlling the information collected by Google. Google's ability to use and share information collected by Google Analytics about your visits to this site is restricted by [Google Analytics Terms of Use](#) and the [Google Privacy Policy](#).

You can prevent Google Analytics from recognizing you on return visits to this website by [disabling cookies on your browser](#) or by using the [Google Analytics Opt-Out Browser Add-on](#)

- **LinkedIn Conversion Tracking and Insight Tag**

We've added a LinkedIn Insight Tag to our website. This tag enables collection of data regarding members' visits to our website, including IP address information, timestamp, and events such as page views. All data are encrypted. These data help us unlock valuable insights about our website visitors.

The LinkedIn browser cookie is stored in a visitor's browser until they delete the cookie or the cookie expires (there's a rolling six-month expiration from the last time the visitor's browser loaded the Insight Tag).

You can opt out of cookies from LinkedIn on your [LinkedIn settings page](#) (<https://www.linkedin.com/psettings/advertising/actions-that-showed-interest>) and recommend you read their [Cookie Policy](#) (<https://www.linkedin.com/legal/cookie-policy>) for more information.

### **Changes to our Privacy Statement**

We reserve the right to make changes to this Privacy Policy to meet our business needs and as required by law. We will use this space to communicate any material changes to you, and provide you with contact information for questions or consents as necessary.

### **CONTACT INFORMATION:**

Please contact [canada@ksb.com](mailto:canada@ksb.com) with your questions regarding this Privacy Statement.